
320.50**Civil Rights Training****Overview**

Introduction	WIC contract agencies and the state WIC office have specific roles in civil rights training.
---------------------	--

State WIC office role	<p>The state WIC agency is responsible for:</p> <ul style="list-style-type: none">• Training state agency staff and local agency staff who are responsible for training their clinic staff, and• Monitoring agency compliance with training requirements as part of its on-site administrative and agency office reviews.
------------------------------	--

Local agency role	<p>Local WIC agencies are required to provide civil rights training as part of their orientation program for new employees and annually thereafter. The training must include a review of:</p> <ul style="list-style-type: none">• Public notification and outreach,• Data collection,• Compliance reviews, and• Procedures for handling complaints. <p>Specific subject matter must include, but not be limited to:</p> <ul style="list-style-type: none">• Collection and use of data;• Effective public notification systems;• Complaint procedures;• Compliance review techniques;• Resolution of noncompliance;• Requirements for reasonable accommodations of persons with disabilities;• Requirements for language assistance;• Conflict resolution; and• Customer service. <p>Additional training must be provided whenever new legislation or regulations are implemented. See Policy 300.10 for more information about this and other training requirements.</p>
--------------------------	---

Training Resource

**Civil Rights
Training**

The local and state agency must use the Civil Rights Training that can be found on the Iowa WIC Website at the following address:
<http://www.idph.state.ia.us/wic/Agencies.aspx?SubPg=Training>

References

WIC Federal Regulations, 7CFR Chapter 11, 246.8(2), **FNS Instruction 113**, and Title VI and VII of the Civil Rights Act, 1964.
